LINKSYS®
A Division of Cisco Systems, Inc.

Cisco Systems

IP Phone

PRODUCT DATA

6-Line IP Phone with Color Display Enhances Business Communication Requirements

Comprehensive Interoperability and SIP Based Feature Set

Based on the SIP standard, the SPA962 has been tested to ensure comprehensive interoperability with equipment from VoIP infrastructure leaders enabling service providers to quickly roll out competitive, feature rich services to their customers. With hundreds of features and configurable service parameters, the SPA962 addresses the requirements of traditional business users while leveraging the advantages of IP telephony. Features such as easy station moves, presence, and shared line appearances (across local and geographically dispersed locations) are just some of the many advantages

Carrier-Grade Security, Provisioning, and Management

The SPA962 uses standard encryption protocols to provide secure remote provisioning and unobtrusive in-service software upgrades. Linksys secure remote provisioning tools include detailed performance measurement and troubleshooting features, enabling network providers to deliver high quality support to their subscribers. Remote provisioning also saves service providers the hassle and expense of managing, pre-loading, and re-configuring customer premise equipment (CPE).

Model No. **SPA962**

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Features

SPA962 Key Telephone Functions and Features

- Up to Six Lines with Independent Configuration and Registration
- 320 x 240 True Color, Four Inch, Liquid Crystal Display (LCD)
- Secure Call Support - SIP over TLS, and SRTP
- Line Status - Active Line Indication, Name and Number
- Menu Driven User Interface - Multiple Languages Supported
- Digits Dialed with Number Auto-Completion
- Shared / Bridged Line Appearance **
- High Quality Speakerphone
- Call Hold
- Music on Hold **
- Call Waiting
- Caller ID Name and Number and Outbound Caller ID Blocking
- Outbound Caller ID Blocking
- Call Transfer - Attended and Blind
- Call Conferencing
- Automatic Redial
- On-Hook Dialing
- Call Pick Up - Selective and Group **
- Call Park and UnPark **
- Call Swap
- Call Back on Busy
- Call Blocking - Anonymous and Selective
- Call Forwarding - Unconditional, No Answer, On Busy
- Hot Line and Warm Line Automatic Calling
- Call Logs (60 entries each): Made, Answered, and Missed Calls
- Redial from Call Logs
- Personal Directory with Auto-dial (100 entries)
- Do Not Disturb (callers hear line busy tone)
- URI (IP) Dialing Support (Vanity Numbers)
- On Hook Default Audio Configuration (Speakerphone and Headset)
- Multiple Ring Tones with Selectable Ring Tone per Line
- Called Number with Directory Name Matching
- Call Number using Name - Directory Matching or via Caller ID
- Subsequent Incoming Calls with Calling Name and Number
- Date and Time with Intelligent Daylight Savings Support
- Call Duration and Start Time Stored in Call Logs
- Call Timer
- Name and Identity (Text) Displayed at Start Up
- Distinctive Ringing Based on Calling and Called Number
- Ten User Downloadable Ring Tones - Ring Tone Generator Free from www.linksys.com
- Speed Dialing
- Configurable Dial/Numbering Plan Support - per Line
- Intercom **
- Group Paging **
- DNS SRV and Multiple A Records for Proxy Lookup and Proxy Redundancy
- Syslog, Debug, Report Generation, and Event Logging
- Secure Call Encrypted Voice Communication Support - SIP over TLS, and SRTP
- Built-in Web Server for Administration and Configuration with Multiple Security Levels
- Automated Provisioning, Multiple Methods. Up to 256 Bit Encryption: (HTTP, HTTPS, TFTP)
- Optionally Require Admin Password to Reset Unit to factory Defaults

** Feature requires support by SIP server

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Hardware

- 320 x 240 True Color, Four Inch, Liquid Crystal Display (LCD)
- Four Illuminated Call Appearance Line Buttons with Tricolor LED's
- LED Indicates Line State – Active, Idle, On-Hold, Unregistered
- Line LED Configurable to 13 Different States (On/Off, Color, Flash)
- Dedicated Illuminated Buttons for:
- Audio Mute On/Off
- Headset On/Off
- Speakerphone On/Off
- Four Soft Key Buttons
- Four Way Rocking Directional Knob for Menu Navigation
- Support for up to two attached Attendant Consoles; adds up to 64 programmable buttons
- Voice Mail Message Waiting Indicator Light
- Voice Mail Message Retrieval Button
- Dedicated Hold Button
- Settings Button for Access to Feature, Set-up, and Configuration Menus
- Volume Control Rocking Up/Down Knob Controls Handset, Headset, Speaker, Ringer
- Standard 12-Button Dialing Pad
- High Quality Handset and Cradle
- Built-In High Quality Microphone and Speaker
- Headset Jack – 2.5 millimeter
- LED Test Function
- Two Ethernet LAN Ports with Integrated Ethernet Switch – 100BaseT RJ-45
- 802.3af Compliant Power over Ethernet (PoE)
- Optional 5 volt DC Universal (100-240 Volt) Switching - Power Supply is Ordered Separately

Regulatory Compliance Security

FCC, CE, Class B Canadian ICES-003, A-Tick Certification

- Password Protected System, Preset to Factory Default
- Password Protected Access to Administrator and User Level Features
- HTTPS with Factory Installed Client Certificate
- HTTP Digest - Encrypted Authentication via MD5 (RFC 1321)
- Up to 256-bit AES Encryption

Documentation

- Quick-Start Installation and Configuration Guide
- User Guide
- Administration Guide
- Provisioning Guide - For Service Providers Only

Package Contents

- 1 - SPA962 IP Phone, Handset, and Stand
- 1 - Handset Cord
- 1 - RJ45 Ethernet Cable
- 1 - Quick Installation Guide
- **Power Supply is Ordered Separately -- Models: PA100-NA, PA100-EU, PA100-UK, PA100-AU**

Environmental

Dimensions	8" x 7.63" x 7.50" (203 x 194 x 191 mm) W x H x D
Unit Weight	2.4 lbs (1.088 kg)
Operating Temp.	41º~113ºF (5º~45ºC)
Storage Temp.	-13º~185ºF (-25º~85ºC)
Operating Humidity	10~90% Non-condensing
Storage Humidity	10~90% Non-Condensing

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Specifications

Model	SPA-962
	* Note: Many specifications are programmable within a defined range or list of options.
Data Networking	MAC Address (IEEE 802.3)
	IPv4 - Internet Protocol v4 (RFC 791)
	ARP - Address Resolution Protocol
	DNS - A Record (RFC 1706), SRV Record (RFC 2782)
	DHCP Client - Dynamic Host Configuration Protocol (RFC 2131)
	ICMP - Internet Control Message Protocol (RFC792)
	TCP - Transmission Control Protocol (RFC793)
	UDP - User Datagram Protocol (RFC768)
	RTP - Real Time Protocol (RFC 1889) (RFC 1890)
	RTCP - Real Time Control Protocol (RFC 1889)
	DiffServ (RFC 2475), Type of Service - TOS (RFC 791/1349)
	VLAN Tagging 802.1p/q - Layer 2 QoS
	SNTP - Simple Network Time Protocol (RFC 2030)
Voice	SIPv2 - Session Initiation Protocol Version 2 (RFC 3261, 3262, 3263, 3264)
	SIP over TLS
	SRTP
	Secure (Encrypted) Calling via Pre-Standard Implementation of Secure RTP
	SIP Proxy Redundancy - Dynamic via DNS SRV, A Records
	Re-registration with Primary SIP Proxy Server
	SIP Support in Network Address Translation Networks - NAT (including STUN)
	SIPFrag (RFC 3420)
	Secure (Encrypted) Calling via Pre-Standard Implementation of Secure RTP
	Codec Name Assignment
	Voice Algorithms:
	- G.711 (A-law and μ-law, G.726 (16/24/32/40 kbps), G.729 A, G.723.1 (6.3 kbps, 5.3 kbps)
	Dynamic Payload Support
	Adjustable Audio Frames Per Packet
	DTMF: In-band and Out-of-Band (RFC 2833) (SIP INFO)
	Flexible Dial Plan Support with Inter-Digit Timers
	IP Address / URI Dialing Support
	Call Progress Tone Generation
	Jitter Buffer - Adaptive
	Frame Loss Concealment
	VAD - Voice Activity Detection with Silence Suppression
	Attenuation / Gain Adjustments
	MWI - Message Waiting Indicator Tones
	VMWI - Voice Mail Waiting Indicator - Via NOTIFY, SUBSCRIBE
	Caller ID Support (Name and Number)
	Third Party Call Control (RFC 3725)
Provisioning, Administration & Maintenance:	Integrated Web Server Provides Web Based Administration and Configuration
	Telephone Key Pad Configuration via Display Menu / Navigation
	Automated Provisioning and Upgrade via HTTPS, HTTP, TFTP
	Asynchronous Notification of Upgrade Availability via NOTIFY
	Non-intrusive, In-Service Upgrades
	Report Generation and Event Logging
	Statistics Transmitted in BYE Message
	Syslog and Debug Server Records - Configurable Per Line
Power Supply	Power supply is optional and is purchased as a separate line item
	-- Models: PA100-NA, PA100-EU, PA100-UK, PA100-AU
	DC Input Voltage: +5 Volts DC at 1.0 Amps Maximum
	Power Consumption: 5 Watts (tenative)
	Switching Type (100-240v) Automatic
	Power Adapter: 100-240v - 50-60Hz (26-34VA) AC Input
Physical Interfaces:	2 100baseT RJ-45 Ethernet Ports (IEEE 802.3, including 802.3af)
	Handset: RJ-7 Connector
	Built-in Speakerphone and Microphone
	Headset 2.5 mm Port
Indicator Lights/LED:	Six (6) Line Buttons with Associated Tricolor LED
	Line LED State Indication: Active, Idle, On Hold, Unregistered
	Speakerphone On/Off Button with LED
	Headset On/Off Button with LED
	Mute Button with LED
	Message Waiting Indicator LED
	Voicemail Message Retrieval Button
	Hold Button
	LED Test Function

Stylish and functional in design, the SPA962 VoIP telephone is a must for businesses using a hosted IP telephony service, an IP PBX, or a large scale IP Centrex deployment. The SPA962 leverages industry leading VoIP technology from Linksys to deliver a high quality IP Phone that is unparalleled in features, value, and support.

Standard features on the SPA962 include six active lines, dual switched Ethernet ports, 802.3af PoE support, a high resolution color display, speakerphone, and a 2.5 mm head-set port. Each line can be independently configured to use a unique phone number (or extension), or can be configured to use a shared number that is assigned to multiple phones. The power supply for the SPA962 is sold separately and will be required if PoE functionality is not implemented.

- **Full featured six line business class IP Phone supporting Power over Ethernet 802.3af**
- **Connect directly to an Internet Telephone Service Provider or connect to an IP PBX**
- **Dual switched Ethernet ports, Speakerphone, Caller ID, Call Hold, Conferencing, and more**
- **Appealing Four Inch, True Color Liquid Crystal Display (LCD)**

Linksys Phone Adapter Comparison Chart

SPA Model	Voice Lines	Ethernet Ports	High Resolution Graphical Display	Power over Ethernet Support
SPA901	1	1	N	N
SPA921	1	1	Y	N
SPA922	1	2	Y	Y
SPA941	2-4	1	Y	N
SPA942	2-4	2	Y	Y
SPA962	6	2	Color	Y

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